**RESIDENT KEY INFORMATION**

Complex Entry Gates & Apartment Door

1. Use the card key
2. Insert card with the “Door Access” arrow facing down
3. Wait for Red and Green light to simultaneously flash
4. Enter your 4-digit pin (Apartment Door only)
5. Wait for top light to flash Green
6. Pull your card out
7. Push the latch on the lock down
8. Open the door

Apartment Bedroom Door

1. Use your State of California key
2. Insert it into the lock

Apartment Mailbox Door (Phase II Only)

1. Use the smallest key
2. Insert it into the lock

**LOCKOUT INFORMATION**

Residents locked out of their apartment can request staff assistance:

- 8am-5pm Monday - Friday: Building X (310) 243-2282
- 5pm-10pm Everyday: Building A (310) 243-2228
- Non-Business Hours: On-Call RA (323) 989-HELP

Upon requesting lockout service, residents will:

- Incur a $10 charge/lockout posted to their student account
- Asked to prove their identity
- Asked to prove they still possess their key

**PERMISSIBLE KEY USAGE**

Residents are expected to refrain from:

- Trading keys with other residents
- Loaning keys to another person to gain access to the complex or apartment
- Duplicating keys

**LOST KEY & TROUBLESHOOTING INFORMATION**

Residents should report any lost keys immediately to Building X for safety purposes and to receive a new set of keys.

<table>
<thead>
<tr>
<th>Replacement Costs</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Card - $50</td>
<td>Red light, no green light: Invalid or unreadable card inserted. (Card is blank, damaged, expired, deactivated or inserted incorrectly)</td>
</tr>
<tr>
<td>Bedroom Key - $30</td>
<td>Solid green light, blinking red light: Low batteries. Submit a Maintenance Request ASAP to have your batteries replaced.</td>
</tr>
<tr>
<td>Mailbox Key - $35</td>
<td></td>
</tr>
</tbody>
</table>

*All information accurate as of August 1, 2015*